



We believe that the support we give you should be second to none. This is why we offer one-to-one support through our technical help lines, bespoke training, dedicated design service, and through our on-site quality assurance.

To ensure rapid response, Glow-worm's technical helpline is dedicated to installer and specifier enquiries meaning there is a separate service for the public which prevents a delay in the response we give to you.

For hands on technical help, we can provide technical training for installation engineers before a site installation commences at one of Glow-worm's fully-equipped training centres across the UK. If for any reason you need us to come and visit you to provide training then this is not a problem either. We are able to create a training facility local to you. Glow-worm's highly skilled training officers are all CORGI-registered with practical installation experience, Part P and Unvented DHW qualified and are accredited to deliver the Solar BPEC and the Certificate in Energy Efficiency for Domestic Heating.

All of Glow-worm's training centres in the UK are equipped with up-to-date fully working appliances from the current product range and provide first class practical hands-on training for engineers of all levels. These facilities are constantly being expanded due to demand and increased product offering, with new Centres of Excellence recently opening.

Glow-worm can provide a high performance system design service employing the latest CAD software or heating systems using our boilers or solar thermal products. All design packages are issued in full compliance with the most up to date regulations.

To assist in on-site Quality Assurance we can offer attendance support at 1st boiler commissioning, direct Service Manager contact and ad-hoc inspection visits, toolbox training and related support depending on the level required.